

Calls for Service Emergency Medical Services



KPI Owner: Major Mike Tully

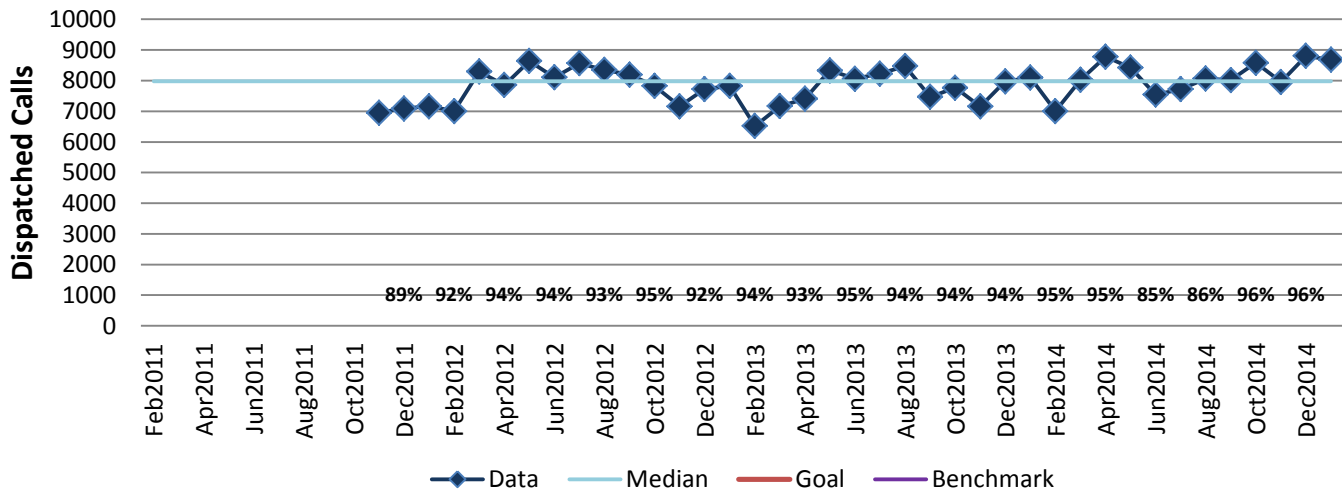
Process: System Volume

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: N/A Benchmark: TBD	Data Source: Intergraph CAD Goal Source: N/A Benchmark Source: TBD	N/A - Input Measure Measurement Method: Pull data from CAD archive. Opportunities = # of calls received, Actual = # of calls dispatched Why Measure: Allow trends to be identified to adjust coverage as needed Next Improvement Step: Monitor and adjust coverage as needed.

How Are We Doing?

Feb2014-Jan2015 12 Month Goal	Feb2014-Jan2015 12 Month Actual		Jan2015 Goal	Jan2015 Actual	
TBD	97,603		TBD	8,681	
Dispatched Calls	Dispatched Calls		Dispatched Calls	Dispatched Calls	

Calls for Service



Root cause analysis is not applicable for in input/demand for service measure.